

CONCESSIONS

NPS-48

Concessioner Review Program-Operational Performance  
Standards

EXHIBIT 3  
Chapter 21  
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Std. No. III

OPERATING STANDARDS FOR FOOD AND BEVERAGE SERVICE (INCLUDING EMPLOYEE  
OPERATION) - No. III

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard,  
Element No. 1. (B)
2. Grounds. Refer to General Standard, Element  
No. 2 (B)
3. Public Signs. Refer to General Standard, Element  
No. 3. (C)
4. Garbage and Trash. Refer to General Standard  
Element No. 4 (A)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard,  
Element No. 5. (A)
6. Public Signs. Refer to General Standard,  
Element No. 6. (C)
7. Public and Other Areas. Refer to General Standard,  
Element No. 7. Exclude dining rooms from this  
section. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard,  
Element No. 8. (A)
9. Employee Attitude. Refer to General Standard,  
Element No. 9. (A)
10. Employee Appearance. Refer to General Standard,  
Element No. 10. (A)
11. Operating Hours. Refer to General Standard,  
Element No. 11. (B)
12. Staffing. Refer to General Standard, Element  
No. 12. (A)

D. RATES

13. Menus. Menus should be clean, attractive and be appropriate for the facility and services provided. A sufficient number of menus shall be available to accommodate the customers. The menu should provide a reasonable variety and sufficient number of moderately priced items or entrees for the type of facility. Handwritten changes on the menu are to be kept to a minimum and are only acceptable if the corrections are neatly made. Menu boards for cafeterias and snackbars should be posted and arranged so that they are easily seen. However, in cafeteria operations in lieu of a menu board, individual prices may be provided at the various stations (salad, dessert, beverage, hot food, etc.). Reduced portions and appropriately priced food items should be provided for children where complete meal service is offered.

(B)

14. Authorized Rates. Refer to General Standard Element No. 13.

(A)

E. FOOD AND BEVERAGE SERVICE

15. Food Availability. The items listed on the menu or menu board (for cafeterias and snackbars) should be available during the entire serving period. "Running Out" of certain food items may occur occasionally but should be kept at a minimum. Substitutions are to be comparable to the original item.

(B)

16. Availability of Condiments. Where table service is utilized, condiments should either be located on the table or the usual condiments provided when the food is served. For cafeteria and snackbar operations, the condiments should be convenient and so located as not to impede the speed of service. The condiment area should be kept clean and replenished as necessary.

(B)

17. Customer Attention. Where table service is provided, customers should be seated and provided a menu within a reasonable period of time upon entering the facility and be seated on a first come basis as much as possible

If reservations are accepted they are to be so scheduled, so that customers are seated at the time of their appointed reservation. High chairs or other suitable chair lifts for children shall be available and provided immediately when requested. (B)

18. Food Temperatures. Food should be served at appropriate temperatures. The evaluator should use reasonable judgment in determining this requirement. (B)

19. Food Prepared to Order. For table service operations, entrees which are customarily cooked to order, should be prepared in accordance with the diner's wishes. (B)

20. Merchandising. Foods should be attractively presented, free of discoloration and arranged on plates so that they are not intermingled. Garnish should be used as is customary and should be attractive and have a fresh appearance. Plate rims should be free of food, juices and drippings. Special attention should be given to attractively displaying food on cafeteria counters and counter tops should be appropriately decorated and clean. Glass fronts should be clean and free of condensation. (C)

21. Table Appearance. Tables should be properly set, linens and/or place mats clean and untorn. Tables should have salt, pepper, sugar, ash tray and napkins neatly and uniformly arranged. If table decorations are provided, they should have a fresh appearance and be neatly arranged. (B)

22. Tableware. Dishes, flatware and glasses are to be clean unspotted, free of discoloration, chips and cracks. (A)

23. Guest Checks. At table service restaurants, checks should be presented upon completion of the meal. They should clearly state the cost of each meal or item and be accurately totaled. Individual checks should be provided on request. (C)

24. Furniture Arrangement and Condition. Tables should be arranged so that diners are not crowded, have a feeling of privacy and can be seated without disturbing other guests. All furniture is to be clean and well maintained. Cardboard, napkins or other material used to stabilize tables and chairs is unacceptable. (C)
25. Floors, Walls, Ceilings and Windows(Dining Room). Floors and floor coverings must be clean, free of litter stains and be well maintained. Vinyl floor coverings must be reasonably polished, free of breaks, chips or worn places. Masonry tile or flagstone grouting must be in good repair and clean. Wood floors are to be waxed or otherwise sealed. Carpeting must be clean and free of stains. Walls, ceilings and windows are to be clean and free of cracks, breaks and stains, and have a fresh appearance. (B)
26. Environment. Food and beverage seating areas are to be well ventilated, free of unpleasant odors, properly decorated and illuminated for the type of facility. (B)
27. Employee Meal Hours. Employees, while on duty, should be assigned periods to eat or take coffee breaks that do not interfere with serving the public. A specific location is to be designated for this purpose. (C)

F. BEVERAGES

28. Beverages. Serving of drinks and other beverages shall be in accordance with what has been approved by the Superintendent. (B)
29. Drink Presentation. The proper type of glass and garnishment (lemon, lime, celery stick, etc.), is to be used as is customary in the industry. (C)
30. Liquor Laws. All applicable Federal, State and county laws concerning liquor service shall be observed. (A)
31. Vending. Refer to General Standard Element No. 16. (B)
32. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

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## Standards

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PERIODIC CONCESSION EVALUATION REPORT - FORM 10-603

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